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FOR MANAGEMENT OFFICERS AND CLOS

E.O. 12958: N/A

TAGS: AMGT, KFLO, APER

SUBJECT: EMPLOYMENT OPPORTUNITY IN THE FAMILY LIAISON  
OFFICE - PROGRAM SPECIALIST

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1. The following is a vacancy announcement in the Family Liaison Office (M/DGHR/FLO). Please pass to CLO Coordinator and publish widely in your mission. Please send a copy to family members interested in employment and returning to Washington, D.C in the near future.
2. Title: Program Specialist, (M/DGHR/FLO), GS-301-9/11, Part Time, 20-32 hours per week as required, 2-year Limited Appointment, Excepted Service, Schedule A. This appointment is not in the Competitive Service. The selected candidate will receive a 2-year Non-Career term appointment with benefits (FERS, TSP, FEGLI AND FEHB).
3. Summary: The position is located in the Family Liaison Office (FLO), Bureau of Human Resources, Department of State. The incumbent of this position operates under the general direction of the Support Services Officer of the Family Liaison Office, and provides support and assistance for employees and family members separated by service at unaccompanied posts, provides assistance for reentry into life in the U.S., maintains contact and assists in resolving bureaucratic issues that may arise out of

separated families, and works on special projects as designated by the Office Director. The position is located in Washington, D.C.

4. Major Duties:

- a) Provide proactive outreach with the Regional Bureaus and Career Development and Assignments (HR/CDA) to collect contact information for families of employees assigned to unaccompanied post; Sets up a database of names and contact information. Contact on a monthly basis, all spouses of employees on unaccompanied tours, who are receiving Involuntary Separate Maintenance (ISMA), and for whom we have contact information, to advise them of policies, regulations and other requirements that affect them. These contacts establish an important relationship with the spouses, where information may be exchanged, questions asked and concerns shared.
- b) Design and distribute a newsletter to maintain personal contact with affected families and keep them in the loop, setting up a virtual community of families who are separated from employees. Write and edit a variety of reports, articles and papers for a range of audiences including the spouses and children on ISMA, various offices within the Department of State and other agencies under the Chief of Mission status overseas, and school personnel from schools the children of these families may be attending.
- c) Update and monitor the Unaccompanied Tours Website, keeping it current and useful with links and articles written specifically for this audience. Invite spouses to join the HomeFront US Listserv, subscribed to by family members of employees of US Government agencies and families, and to actively participate in

the "In Your Own Words" website feature.

d) Draft various reports including public information documents describing the program for use on the FLO web-site, information articles, and annual reports.

e) Provide information and referral services to employees, spouses, and the Foreign Affairs agencies on questions related to separation and unaccompanied tours. Coordinate with the bureau and other affected agencies if a post becomes unaccompanied after an evacuation.

f) Respond to concerns and queries through an email Help Desk Address. The incumbent will serve as a point of contact to answer and provide resources to address family members concerns including those that may be related to allowances and finance, school and employment and requests for counseling support.

g) Provide information, support and assistance on a range of reentry issues for spouses and children

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returning to the US while the employee goes to an unaccompanied post.

h) Organize programs and seminars that meet the needs of spouses, including speakers from the Regional Bureau, Employee Consultation Services (ECS), MED as needed, and on children's issues, including programming with the Foreign Service Youth Foundation (FSYF) and the American Association of Foreign Service Worldwide (AAFSW) support.

5. Qualifications/Ranking Factors. Applicant must be a U.S. citizen with four years of first-hand familiarity with the unique social, economic, spouse employment, educational, health needs and other issues of foreign service families, gained through living in foreign service communities abroad. Applicant must also be able to demonstrate the following:

- a) Knowledge of the functions and operations of the Department and foreign affairs agencies.
- b) Ability to provide guidance and counseling to individuals in crisis.
- c) Familiarity with the Foreign Service lifestyle and reentry resources in the Washington metropolitan area, and the US in general.
- d) Ability to initiate projects, work independently and follow through.
- e) Skill in dealing with officials at all levels for effective and productive cooperation.
- f) Ability to research, interpret, and apply regulations.
- g) Ability to analyze and evaluate problems and to develop and implement solutions to them.
- h) Ability to meet and deal effectively with people of diverse backgrounds and needs.
- i) Ability to communicate orally and in writing to prepare and present recommendations and conclusions.
- j) Knowledge of Microsoft Office Suite, and the ability

to set up and maintain databases, format and edit on-line newsletters and conduct research on the Internet.

#### 6. How To Apply:

Interested individuals may submit one of the following: an Optional Application for Federal Employment (OF-612), an SF-171, a resume or any other written format (see important instructions for submitting a resume at the end of this announcement).

In addition, each candidate must submit a separate supplemental statement that addresses each ranking factor and explains in detail how the applicant's experience (paid or unpaid), education or special training relates to those qualifications and ranking factors (see number 5 under Additional Information). Applications, which are incomplete or mailed in postage-paid government envelopes, will not be considered.

Send applications to Ms. Brenda Marshall, HR/EX, Room H-726, Department of State, Washington, D.C. 20520.

Applications may also be faxed to Ms. Marshall on (202) 663-2371. The application must be received by close of business, Monday, July 11, 2005. If there are any questions regarding this announcement, please call Naomi Ritchie, Support Services Officer, DGHR/FLO, on (202) 647-1076. Overseas applicants may want to email, cable, or fax (202-647-1670) their intention to apply to Ms. Ritchie.

Evaluation Method: Determination of basic eligibility and evaluation of the applicant's experience, education and training will be based solely on a review of the federal application or resume. It is imperative that the written information provided be in sufficient detail to permit

accurate evaluation of eligibility and background as they

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relate to the qualification requirements listed in the announcement. Competition for vacancies in the Family Liaison Office is very keen. Generally, only the top 3 to 5 best-qualified candidates will be referred for interview.

Additional Information. Please note that all positions in the Family Liaison Office are in the excepted service; neither previous government experience nor executive order eligibility is a prerequisite. However, candidates with government experience or eligibilities should document such experience to assist in proper evaluation of their application. Therefore:

A) All current Federal employees and reinstatement eligibles must submit a current performance appraisal and a SF-50 showing proof of competitive status. (If a current performance appraisal does not exist, a form DS 1812 (Applicant Appraisal) or equivalent form from another agency, signed by the current supervisor, is acceptable, or if the performance appraisal of record does not fully address the ranking factors, the DS 1812 may be submitted.)

B) All other applicants (non-status) must submit information identified above.

C) All applicants must submit information that addresses the ranking factors (Qualifications) in this announcement.

D) All applicants should submit SF-181, Race and National Origin Form (for statistical purposes only).

Privacy Act Information: The Office Of Personnel Management and other Federal agencies rate applicants for Federal jobs under the authority of Sections 1104, 1302, 3301, 3304, 3320, 3361, 3393, and 3394 of Title 5 of the United States Code. The information requested is needed to evaluate your qualifications. Other laws require inquiring about citizenship, military service, etc.

Information for those who wish to submit a resume: Please note that although neither the format nor a particular application form is specified, there is certain information that applicants must provide in order to determine if the legal requirements for Federal employment have been met and to evaluate one's qualifications. If a resume format is used, it must contain the following information for the applicant to be considered for the position.

Personal and Educational Information: 1. Full name, mailing address (with zip code) and day and evening phone numbers, including area code; 2. Social security number; 3. Country of citizenship (most Federal jobs require U.S. citizenship); 4. Veterans' preference (proof of eligibility required); 5. Highest Federal civilian grade held, including series, beginning and ending dates; 6. Name, city and state of last high school attended and date of diploma or GED; 7. Name and state of colleges and universities attended, major fields of study, type and year of any degrees received (if no degree, show total number of credits earned and indicate whether they are in quarter or semester hours).

Work Experience and Other Qualifications: Applicants must provide information on their work experience, both paid and non-paid, that is related to the position for which they are applying, including: 1. Job title (series and

grade if Federal employment); 2. Duties and accomplishments; 3. Employer's name and address; 4. Supervisor's name and telephone number (indicate if we may contact your current supervisor); 5. Starting and ending dates of employment (month and year); 6. Hours worked per week; 7. Salary; 8. Any other qualification, including: job-related training (title and date of course); skills (e.g., Languages, typing speed, tools, machinery, computer software/hardware); current licenses; or honors, awards and special accomplishments (e.g., honor societies, publications); 9. Early availability may be a factor; 10. Candidates may wish to include an email address.